PSC Docket No. 2013-201-WS

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Exhibit A, P. 1

November 29, 2010 3006 Shandon Road luser to polit Rock H訓, SC 29730 (803) 324-4570 5 5510 114 12 54

or Labelties Services of SC. Inc

ffice of Regulatory Utility Staff **Consumer Services Division** Ir. Chad Campbell 401 Main Street, Suite 900 plumbia, South Carolina 29201

RECEIVE

OCT 0 4 2013

Re: Complaint Filed with Your Office 11/19/210 Concerning Utilities Services of South Carolina, Inc. Billing Dated 11/7/2010 for Residential & Wastewater Services at Services Address: 3006 Shandon Road, Rock Hill, SC 29730

na individua cocuma sue was speaking from Florida; while I sos

(1) Starting surfaces of the Starting of the Starting of the Starting of SC Customer Account MAIL / DMS les addresses on payment couples). I spent an entire day, November 15, 2010, trying to get an answer

ear Mr. Campbell:

positions from Utilities Services of Squth Carolina, Inc. about this billing problem with the 11/7/ As discussed when I spoke with you on November 19, 2010, while filling a verbal complaint with your ffice about Utilities Services of South Carolina, Inc., as referenced above, I am enclosing for your file and our investigation of this complaint copies of the following documents: of the solvest remotato" decides and the "received and our transfored eventually to the voice mail of a supervisor. Of the three different 'representatives' I spoke with

- (1) Our previous month's bill, dated 10/6/10, from Utilities Services of South Carolina, Inc. for water and sewer services (due 11/1/10), for the billing period 9/4/10 to 10/2/10, which was 28 days; and
- (2) One unmarked copy, with one marked copy (notes to myself in blue; items marked in red to emphasize for your attention), stapled together, of the subject bill in dispute, dated 11/7/10, due 12/1/10, for an apply the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, for a particular to the subject bill in dispute, dated 11/7/10, due 12/1/10, due the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period/meter reading 10/2/10 to 11/7/10, which covers 36 days; and in the billing period by the
- (3) My letter dated November 24, 2010, to Ms. Trovinger, a supervisor in the billing department for Utilities Services of South Carolina, Inc., concerning my telephone conversation with her of 11/18/10. my response to her, and explanation for withholding \$12.05 from payment of this most recent billing.

e prery within the Shandon Subdivision. This ever charging occurred unilaterally by the company, without any After writing and mailing my letter to Ms. Trovinger, we received a recorded message from Utilities Services F South Carolina, Inc. on Wednesday, November 24, 2010, at approximately 4:00 P.M. (or later) stating, in part: lat with respect to the statement from Utilities Services of South Carolina, dated 11/7/10, the increased charges ir that billing were because the days in the billing cycle exceeded their 25-35-day time frame used by the company, hich caused a proration on the customer's bill; and you will see a credit adjustment on your next bill. This corded "newest explanation" does not match what Ms. Trovinger told me on 11/18/10 ("US of SC has a 30-day illing cycle/anything over 30 days is pro-rated"); nor does it even match what US of SC actually billed on the 1/7/10 statement (a proration of 6 days over a 30-day ceiling instead of a "1 day proration over a 35-day" alleged illing cycle): e.g., \$16.53+30 days = \$.551 per day x 6 days = \$3.31 + \$16.53 = \$19.84 (base water charge, 11/7/10 atement); and \$41.39 + 30 days = \$1.379 per day x 6 days = \$8.28 + \$41.39 = \$49.67 (wastewater fee. 11/7/10). he computer generated robo-call made the 4th different "explanation" I have been given by the company. As noted my letter to Ms. Trovinger, the customers of US of SC have no control over the company's meter reading/billing hedules, which over the last 6 years have ranged from 24 to 38 days per "monthly" statement; and this apparently ew (and unauthorized) practice of "proration" by USofSC was begun without warning or explanation to customers.

This raises another related problem which I would like to add to my billing complaint: the totally inadequate nd uninformed "customer service" by Utilities Services of South Carolina, Inc. with regard to my inquirles about this latter. Please note that the phone numbers printed on our statements for "Collections", "Phone", and "Customer ervice" are all the same number: (1)(800) 367-4314. South Carolina customers are not given a direct phone umber nor an office address for this company doing business in South Carolina. Neither, apparently, are our

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Here of Herender Williams and State

degrada, South Carolina 39201

Office of Regulatory Utility Staff, Consumer Services Division, 2004

Attn: Mr. Chad Campbell Colors

Le: Utilities Services of SC, Inc.,

11/7/10 Billing Problem Confidence of Sing being and and colors

Lovember 29, 2010 Colors of transport and and and colors of the colors of the

DEBS IN TOMORROW WI

Wastewater Services at Samuas Addrass: Wastewater Road, work Moi. SC 29730

puestions re-directed to any internal, separate department or person specifically for South Carolina customers (?) one individual told me she was speaking from Florida; while I suspect others may have been speaking from Maine see addresses on payment coupon). I spent an entire day, November 18, 2010, trying to get an answer to my juestions from Utilities Services of South Carolina, Inc. about this billing problem with the 11/7/10 statement. This involved being placed on hold both before and during my telephone calls; being passed off to other individuals who vere not knowledgeable and were without authority to resolve the problem anyway; being told once there was no supervisor" at the general, "customer service number"; yet later, in another attempted call to anyone in "billing", reing transferred eventually to the voice mail of a supervisor. Of the three different "representatives" I spoke with or any significant amount of time, I received three different answers to my same question. My neighbors advise hat they had similar difficulties and experiences in calling Utilities Services of South Carolina, Inc.; and some eportedly encountered rudeness, with one neighbor/customer being threatened with having his water shut off if he disputed bill was not paid. I have encouraged neighbors to report any poor customer "service" encounters as any of their own, individual billing complaints filed with your office.

It is regrettable that the actions of the company, Utilities Services of South Carolina, Inc., have made it recessary for us to file complaints with respect to the company's billing statement of 11/7/10 for water and sewer felivery within the Shandon Subdivision. This over charging occurred unilaterally by the company, without any rotice or explanation to its customers; and appears to be a practice the company intends to continue in the future. Whether the company's "proration" of flat fee/base service charges (with adjustments in the DHEC fee) are based in "6 days over 30" or "1 day over 35", their accounting theory is immaterial. I believe the issue is that Utilities iervices of South Carolina, Inc. cannot pro-rate even .01 cent more than the monthly flat fees, base service charges, or rates for water and sewer set by the statutory authority and procedures of the Public Service Commission of iouth Carolina. I would greatly appreciate the Office of Regulatory Utility Staff investigating and resolving this issue, noth for present and future purposes, which affects our household and others in the Shandon Subdivision of York. County; and, perhaps, other areas within South Carolina where Utilities Services of South Carolina, Inc. operates as well. Thank you for your courtesy and efforts in resolving this problem.

This reises aroaica remotes problem which I would like to add to my talking complaints the totally inadequate

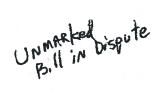
in nomputer generaled relicited to the cast made **study ylurd yrsV** "explanation" I have been given by the company. As noted any letter to live, incytinger, the extremely of 15 of 10 have no control over the company's trater reading/billing the others, which over the last 6 years and this expanently.

ew (ami unauthorized) practice of "proretion" by usonic was because without we ming or explanation to existing one. **Linda H. Fick** 

arvice" are all the same trambus, (140.00) 161-43, if Sopph Carolina contourers are not given a direct phone innoer not are office appreciately and our contours appreciation that company doing pusings; in sector Carolina. Neither appearedly, and our

nd uninformed "customer sender" for uninfest and use of South Carolina, Inc. with segard to the explites about salueological nations of the securities of th





EXAIDIT A P 3

Phone: (800) 387-4314 Collections: (800) 387-4314 Customer Service: (800) 387-4314

1 1 1	A STREET, STREET	E.COM

					WWW.4411	remi, rom
		Date Clab		ojs	menter inter Tives in a stranger in	of Service
11/07/2010		12/2/2010	\$ 81.66		Roter Reading Curitant	Mater # 1407/2010
ame EARL FICK		Primary Telep	hone #	1. 11.	1	181860 10/02/2010
ervice Address 3006 SHANDS	ON RD, ROCK HILL, S	C, 29730			Usage	1,740 Gallone
ctivity Since Last Bill					Number of Days:	36
Previous Balance			\$85.12		Average Daily Use:	48 Gallons
Payments received as of 11/	<b>07/2010</b>		\$-66.12		Average Delly Cost:	\$2.27
Belance as of 11/07/2010				\$0.00	1	Miles Miles
esidential Water Service						to delice
Water Base Charge			\$19.84			
1,740 gallons at \$5.40 per 1,0	100 galions		\$9.40			
SC DHEC Fee			\$2.75			
Total Residential Water Servi	09			\$31.99		
esidential Wastewater					22222	eresess
Wastewater Service			\$49.67	0.00	and the sales of the Arean State of	
Total Residential Wastewater	ř			\$49.67	Con	napital filoy
otal Amount Due				\$81.66		bglise
					- Exporters pa	Whele dispessions
					01111	*******
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A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Utilities Services of South Carolina Inc.

Messages

We are pleased to announce the launch of our new Web Self-Service site. The site will allow you to obtain current and historical account information. The site may be accessed by going to http://www.uiwater.com/myaccount.

Utilities, Inc

\* PER PHONE UNIT AND DEPARATE LETTER TO Ms. TROVINGER SUPERVISOR, Billing Department.

PO BOX 160609

Altamonte Springs, FL 32716

**Account Number:** 

**Amount Paid** 

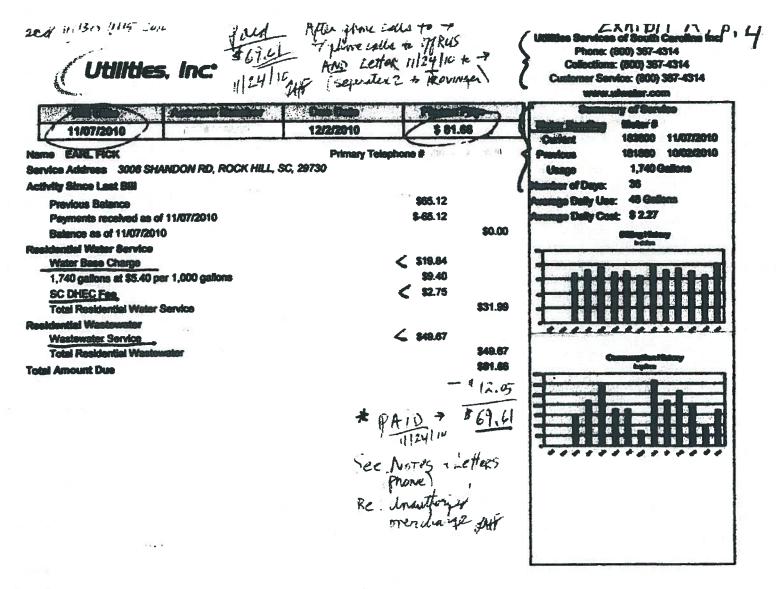
Due Date:

12/2/2010

Please Pay: \$81.

469.61\*

EARL FICK 3006 SHANDON RD ROCK HILL SC 29730



A fee of 1.6% per month will be added if unpaid by the due date.

Make check payable to: Utilities Services of South Carolina Inc.

Messages

We are pleased to announce the isunch of our new Web Self-Service site. The site will allow you to obtain current and historical account information. The site may be accessed by going to http://www.ulwater.com/myaccount.

Utilities, Inc

> PO BOX 160609 Alternonte Springs, FL 32716

**Account Number:** 

12/2/2010

Please Pay:

Due Date:

3 81.66

**Amount Paid** 

469.61

EARL FICK 3006 SHANDON RD ROCK HILL SC 29730

Utilities Services of South Carolina Inc

> PO Box 11025

Lewiston ME 04243-9476

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## Previous Month's Bill, Dated 10/6/2010

Note: The Charges for water loase (\$16.53) and water consumption (\$5.40 1000 gals.)

Are themselves "temporary" increased amounts being charged by the Company under Bond, pending their Appeal of PSC is deniel of Company's last application tox increases.

VATER BASE CHARGE
CONSUMPTION FEE / 1,000 gals.
(ASTEWATER SERVICE

PRIOR TO 4/2006 INCREASE 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2006 4/2000 4/2006 4/2006 4/2006 4/2006 4/2006 4/2000 4/2000 4/2000 4/2000 4/200

Proposed Increase 2007-266-W/S DENIED PSC DADER 2005-96 2/0/05 \$ 21.51 \$ 5.83/1,000 \$ 46.11 INTERIM TAKEMES BY COMPACT UNDER BONDION AMERI (to SC SUP CT . still penting) COMMENCED CIZOUS BY CO # 16.53 # 5.40/1,000

(+ Related DHEC Fee CHANGES)

## Utilities, Inc.

125125

Utilities Services of South Carpline ha Collections: (800) 387-4314 Phone: (800) 387-4314 Customer Service: (800) 387-4314

ENII Date	Account Number	Due Dus	Please Par
10/06/2010	र व हुन।	11/1/2010	\$ 65.12
Name EARL FICK			hone # . Mi
77 17 T 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	HANDON RD, ROCK HILL, S	C, 29730	
Activity Since Last Bill			
Previous Balance			\$70.79
Payments received as	of 10/08/2010		\$-70.79
Belance as of 10/06/20	010		\$0.00
Residential Water Service			
Water Base Charge			\$16.53
910 gallons at \$5.40 p	er 1,000 gallons		\$4.91
SC DHEC Fee			\$2.29
<b>Total Residential Wate</b>	r Service		\$23.73
Residential Westernier			st)
<b>Wastewater Service</b>			\$41.39
<b>Total Regidential Was</b>	evelor		\$41.39
Total Amount Due		(1+1)	\$65.12
			1.00

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Exhibit A. P.6

argumentus regioneris en

As. Ferre Trovinger, Supervisor **illing Department** Itilities Services of South Carolina, Inc. '. O. Box 160609 **Itamonte Springs, FL 32716** 

As. Ferre Trovinger, Supervisor tilling Department Itilities Services of South Carolina, Inc. . O. Box 11025 ewiston, ME 04243-9476 Billing Error

November 24, 2010

Re: Customer

Service Address: 3006 Shandon Road

Rock Hill, SC 29732 Earl Fick/Linda Fick

Your Billing Statement Dated: 11/7/2010 for residential water & wastewater service

lear Ms. Trovinger:

This letter is to confirm and expand upon our telephone conversation of November 18, 2010, concerning the nost recent billing statement from your Company dated 11/7/2010, received by us on November 13 or 15, which is lue 12/2/2010, and covers the billing/meter reading cycle from 10/2/10 to 11/7/10, in the total amount of \$81.66. his amount represents a 20% increase made by the Company unilaterally in both the water base charge and the vastewater service charge, and caused an increase in the related DHEC fee, over the previous 2010 billings (the nost recent previous billing being dated 10/6/2010, as shown below). Therefore, we have paid our water/sewer bill or this month (under a separate mailing) in the total amount of \$69.61, and have withheld payment of the disputed mount of \$12.05:

> "Water Base Charge" \$19.84 (vs. \$16.53) = +\$3.31 \$81.66 Your Total Billing: Less Disputed Amount: - 12.05 "Wastewater Service" \$49.57 (vs. \$41.39) = + \$8.28 Total Amount We Paid: \$69.61 \$2.75 (vs. \$2.29) = +\$.46"SC DHEC Fee"

These increased amounts are not a result of usage or consumption amounts (which normally do fluctuate), but rather are increases to fixed monthly base amounts which are not subject to change on a monthly billing basis. When we spoke on the 18th, you explained that "this month's increases by Utilities Services of South Carolina's are tue to their proration of the base/flat fees because this statement's billing cycle (meter reading) is 36 days, and any cycle of more than 30 days 'triggers' a pro-rata increase in the base monthly rates; but 'short' cycle bills less than 30 lays are not reduced because the 'monthly' rate has an 'up to 30-day basis." You did offer to "spread this increase over this and next month's bill for us". However, as I explained, this is not an individual "payment" problem; it is a problem with the Company's billing practice resulting in an overcharge of \$12.05, which I do not believe we owe nor would our similarly billed neighbors in the Shandon Subdivision, of York County, SC). The Company has not applied this billing practice in the past; and we cannot control their meter reading schedule. In fact, over the past 6 rears, your billing cycle/meter reading schedule has ranged anywhere from 24 to 38 days per "monthly" statement. A flat fee/base rate charge is just that: a once monthly billing charge of a set fee or rate established by and through the Public Service Commission of South Carolina and its statutory procedures. Your Company's arbitrary, internal change in accounting theory, billing practices, or meter reading schedules cannot change these set monthly charges. To do so would result in random overcharges to customers, without notice, at the whim of the Company's schedule, and by-passing the Public Service Commission's sole authority to set fees and rates.

ed and against the control and

ATTER RESPONSIBLE OF THE

VIs. Ferre Trovinger, Supervisor le: Water/Sewer Billing Error November 24, 2010 Page Two

Therefore, I have withheld payment to the Company on this billing in the disputed amount of \$12.05; and nave filed a complaint with the Office of Regulatory Utility Staff (Consumer Services Division), asking them to nvestigate the discrepancy as noted in this bill, as well as the Company's application of this accounting theory to pilling cycle/meter reading practices in the future, on behalf of our household and any others similarly affected in the Shandon Subdivision.

Livia H. Fick

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and appelled the supplied on the property of the supplied Linda H. Fick on the supplied of the supplied to supplied the supplied to the suppli the control of the best field as follows as seven below. Therefore, we say that the expension was a first

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Cc:w/encl. Office of Regulatory Utility Staff Consumer Services Division Consumer Services Division Consumer Consumer Services Division Consumer Ser

Attn: Mr. Chad Campbell 1401 Main Street, Suite 900 state and the street of the st

Columbia, South Carolina 29201